

PART III - SECTION J - LIST OF ATTACHMENTS

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STATEMENT OF WORK

FOR JANITORIAL SERVICES

AT

MIKE MONRONEY AERONAUTICAL CENTER

OKLAHOMA CITY, OKLAHOMA

September 24, 2001

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1. **LOCATION OF WORKSITE:** Federal Aviation Administration
Mike Monroney Aeronautical Center
6500 S. MacArthur Blvd.
Oklahoma City, Oklahoma

2. **GENERAL**

a. The intention of this Statement of Work (SOW) is to obtain all custodial services for the Mike Monroney Aeronautical Center (MMAC). Custodial services for additional leased facilities, located in the Oklahoma City area, may be added to this Contract. Specifically, the intent of this SOW is to obtain all custodial services that will keep all MMAC building interiors and entrances in a condition that is clean and sanitary, with a brightly polished appearance suitable for a Government facility. The Contractor shall perform the necessary service to obtain this condition which is referred to hereafter as the desired condition as ordered in accordance with Service Exhibit Level 1, Level 2 or Level 3.

b. The Contractor may use its own means, methods, and resources as necessary to obtain the desired condition providing such use does not damage property, unduly disrupt building occupants, cause safety hazards, imperil health or otherwise cause undesirable conditions or results. These levels will be used as mandatory levels of service. They show the scope of work required to keep the Aeronautical Center buildings in the desired condition. The Contractor shall not provide less service or different service than the level(s) ordered.

c. The Aeronautical Center has approximately 3.0M square feet of space.

3. **WORK TIME AND SCHEDULING WORK**

a. The Contractor shall start work within the limits called for in the Contract. Work will be completed as called for by delivery order schedule. Normally, work ordered under the Contract shall be accomplished by the Contractor between the hours of 8:00am and 4:30pm, Monday through Friday; however, some other work as set forth herein shall be accomplished during other hours. Resilient floor maintenance (except as designated in double shift areas), carpet shampooing services to single shift classrooms, and certain other designated areas shall be accomplished between the hours of 4:30pm and 12:00 midnight, Monday through Friday, and will hereinafter be referred to as "Evening Service". The services and/or areas so designated will be set forth in the Contract Schedule. Saturday/Sunday Service, if any, as ordered under the Contract shall be accomplished between the hours of 8:00am and 4:30pm on Saturday and/or Sunday. Normally, work will not be performed on Federal holidays or other non-work days in any building. At the end of each work shift, the Contractor shall have placed all equipment and supplies in designated storage areas and all Contractor personnel on that shift will vacate the buildings. Any expenses incurred by the Government due to failure of the Contractor to vacate the building promptly at the end of a work shift shall be borne by the Contractor.

b. While working in areas that are occupied, the Contractor shall coordinate regular cleaning services such that they do not conflict with scheduled breaks periods, lunch periods, and regularly scheduled meetings of Government employees and other Contract employees. This shall also include a ten-minute pre-break and pre-lunch period when and where restroom traffic is higher than normal.

c. No work will be accomplished on Sunday or legal Federal holidays unless specifically ordered by the Contracting Officer.

4. ACCESS FOR WORK

After 5:00pm the Contractor's personnel shall enter and exit the buildings equipped with television monitors only through the entrance so equipped. Trash shall be removed from buildings only through other doors designated for this purpose. Trash removal through these other doors will be coordinated with the security guards in a manner approved by the Contracting Officer and may be changed as necessary by the Government.

5. DOUBLE SERVICE

a. Some classrooms, offices, restrooms, and lunchrooms are utilized for two eight-hour shifts per weekday. In these rooms the Contractor shall schedule work such that all service specified for these rooms will be performed while the rooms are not occupied. The unoccupied time for the classrooms is during lunch breaks and breaks between classes. The unoccupied time for the lunchrooms is before and between lunch and coffee breaks. To some extent these rooms require double service for each workday. Necessary resilient floor maintenance and carpet shampooing services for double shift rooms shall be performed so as not to interfere with normal use of the rooms, or on Saturdays between 8:00am and 4:30pm. Janitorial service performed in the same buildings, rooms and or location on both day and swing shifts and requested by the Contracting Officer or the authorized representative is considered double service. Locations of these rooms could be changed at any time throughout the term of the contract. These conditions also apply to common use areas contiguous to the rooms, which are used for ingress and egress.

The Contracting Officer or the authorized representative will designate approximately 100 rooms as double service on Service Exhibit Level 1 and approximately 50 rooms as double service on Service Exhibit Level 2.

b. All entrances, lobbies, corridors and other areas having excessively high traffic shall be identified and considered double service. Heavily used areas are considered as one room each. The Contracting Officer or the authorized representative will designate the areas that are to be double service during the day shift only.

6. FLOOR MAINTENANCE

a. Resilient Floor Maintenance

1. The Contractor shall maintain the resilient tile and terrazzo floors of the Aeronautical Center buildings in a uniformly clean, reflective, non-streaked, non-stained appearance with a protective coating of polished wax. Resilient tile and terrazzo floors will be maintained through application of the latest industry-wide techniques using high speed burnishing and thermo-reactive polymer floor finishes and/or by using any techniques, equipment, or products which may be developed and made available for such floor care during the period of this Contract. The Contractor may use methods such as "spray buff" to maintain a glossy finish, "top coat" machine scrubbing to remove surface stains and scuff marks, and wet mop scrubbing in lieu of complete stripping followed by floor-coating application to allow a thicker protective buildup of protective coating. The Contractor shall remove furniture and return it to its original location as necessary to perform this service.

2. The Contractor will be responsible for achieving and maintaining a brightly polished protective coating free of marks and stains in accordance with accepted industry appearance standards. In the event an undesired appearance, and/or level of protection for the floor

surfaces is not maintained, the Contracting Officer, after consulting with the Contracting Officer's Representative (COR) and Contractor, may order complete stripping and reapplication of floor finish at no additional expense to the Government.

3. The intent of this Specification is to allow the Contractor to establish and maintain an acceptable level of appearance for the resilient tile and terrazzo floor surfaces through application of the latest laborsaving techniques and chemistry. However, the Government requires the following minimum level of effort is applied to the work:

- (1) Floor maintenance shall be accomplished in accordance with this paragraph and with the following additional requirements: Computer-type flooring shall not be stripped or waxed in any areas unless specifically ordered by the Contracting Officer in writing. Any flooring, tile, cove, base, or other building components loosened or damaged will be repaired by the Contractor. All wet floors shall be blocked, roped, or marked with warning signs to prevent slipping and falling by building occupants. Verbal notification shall be given to visually impaired snack bar operators when any wet floor condition exists around snack bar facilities. Fresh wax shall not be applied any later than one hour before the end of the work shift during which it is being applied. In the event that waxed floors become slick and cause slipping for any reason; the Contractor shall immediately take measures necessary to block off the slick area from foot traffic and to restore a non-skid surface. The Contractor is also responsible for monitoring floors for slick conditions to ensure that corrective measures are promptly taken.

SCHEDULING OF RESILIENT FLOOR MAINTENANCE

AREA DESCRIPTION: Resilient Tile/Terrazzo Congested Areas

CLEANING ELEMENT

FREQUENCY

1. Spray buff *
2. Machine scrub and top coat **
3. Strip and refinish

See Service Exhibit
See Service Exhibit
See Service Exhibit

* Spray buff with high-speed floor burnisher or other Government approved equipment and either a spray or "mop-on" dressing.

** Machine scrub with medium to heavy grit pad removing all black marks, scuff marks, etc.

(2) The Contractor shall staff and schedule for accomplishment of the minimum level of effort requirements listed in this specification, and shall keep continuous records showing accomplishment of the minimum required work.

(3) It is the intent of this specification that the Contractor establishes and maintains a Quality Control Program of sufficient detail so that a designated Government inspector can determine compliance with the minimum requirements. The square foot surface areas to be maintained are shown on the Contract Drawings.

b. Carpeted Floor Maintenance

1. The Contractor's own methods may be used for maintaining carpeted floors, provided an acceptable level of clean, lint-free, stain/spot free, odorless carpet is maintained to acceptable industry standards. This requirement may be met by vacuuming as needed, by spot/stain

removal spray shampoo application, by "bonnet buffing" surface cleaning, and/or by using techniques, equipment, or products that may be developed and marketed during the period of this Contract. When these methods fail to provide the desired condition in any areas as determined by the Contracting Officer, the Contractor shall order professional deeper penetration, complete extraction, or steam-shampoo-chemical cleaning.

2. It is the intent of this specification that the Contractor establishes and maintains an acceptable appearance level through use of labor-saving, and modern techniques, equipment, and chemistry. However, the government requires the Contractor to establish and maintain a minimum level of effort in accomplishing the desired results as follows:

SCHEDULING OF CARPETED FLOOR MAINTENANCE

AREA DESCRIPTION: Carpeted Congested Areas

CLEANING ELEMENTS	FREQUENCY
1. Vacuuming	See Service Exhibit
2. Spotting	As needed to comply with 6b.1
3. Bonnet Buffing *	As needed to comply with 6b.1
4. Extraction Cleaning	As directed by Contracting Officer within limits of Outside Services

* Surface cleaning procedure with low speed floor machine or other Government approved equipment and yarn bonnet pad. Use carpet shampoo made specifically for this procedure. Move all furniture as directed in congested areas prior to bonnet buffing. When carpet is dry, return furniture to its original location.

AREA DESCRIPTION: Carpeted Open Areas

CLEANING ELEMENTS	FREQUENCY
1. Vacuuming	See Service Exhibit
2. Spotting	As needed to comply with b.1
3. Bonnet Buffing *	As needed to comply with b.1
4. Extraction Cleaning	As directed by Contracting Officer within limits of Outside Services

* Surface cleaning procedure with low speed floor machine or other Government approved equipment and yarn bonnet. Use carpet shampoo made specifically for bonnet cleaning procedure.

3. The Contractor shall schedule for accomplishment of, the minimum level of effort requirements listed in this specification, and shall keep continuous records showing accomplishment of the minimum required work. The Contractor shall make these records continually available to the Contracting Officer.

4. It is the intent of this specification that the Contractor shall establish and maintain a Quality Control Program of sufficient scope and detail so that a designated Government Inspector can determine compliance with the minimum requirements set forth herein. Approximate square foot surfaces to be maintained are shown on the Contract Drawings.

c. Floor Maintenance Requirements

1. When directed by the Contracting Officer or his designated representative, the Contractor shall provide floor maintenance to these same standards for areas shown on the Contract Drawings as "Normally Not Serviced". This includes, but is not limited to, floor maintenance in cafeterias, lunchrooms, and other areas occupied by concessionaires, lessees, and other tenants of buildings on the Contract. Payment for this additional service in "Normally Not Serviced" areas will be made under the composite hourly rate and Contractor required direct material provisions.

2. The Contractor is responsible for scheduling all resilient floor maintenance/carpet care operations with the building occupants and for obtaining entrance (unlocking doors, and for promptly locking doors back after work is completed). Categories of space for resident floor maintenance care listed under the Contract Schedule are:

(1) Congested or obstructed areas: Classrooms, lunchrooms, offices, shops, laboratories, stairs, landings, and elevators.

(2) Open, unobstructed areas: Entrances, lobbies, and corridors.

7. GLASS

Glass in exterior windows is not included in this Contract. All glass in the interior of the buildings, in partitions, exterior doors, and adjacent glass at exterior doors that form exterior walls, is included in this Contract. Glass in telephone booths, pieces of furniture, display cases, bulletin boards, and building directories is included in this Contract. View screen glass is not included and shall not be cleaned by the Contractor.

8. MATERIALS AND EQUIPMENT

a. The Contractor shall submit, before award of the Contract, a list of materials and equipment intended for use on this project. Descriptive literature, material specifications, certified test reports, and Material Safety Data Sheets shall be provided in this submittal to the Contracting Officer. All materials and equipment used in performance of this Contract must be approved in writing by the Contracting Officer before work is begun. If any material or equipment previously approved by the Contracting Officer is found to have any harmful effect, its use shall be discontinued upon receipt of notice by the Contracting Officer. Replacement material or equipment shall be submitted in its place without any additional cost or obligation to the Government. **All vacuum cleaners shall be commercial grade with a true HEPA filtration unit "High Efficiency Particulate Air". The HEPA filter must capture 99.9-percent of all particles to 0.3 microns. The HEPA must be a sealed vacuum filtration system. All vacuum cleaner bags shall be emptied daily. Vacuum cleaners shall not be equipped with magnetic devices.**

b. Contractor furnished material shall meet acceptable industry standards for quality and purity. Contractor furnished material will equal or exceed the following:

- (1) Floor finish – Copolymer Acrylic, 18% solids minimum, non-skid.
- (2) Detergent – Federal Specification P-D-220C.
- (3) Toilet bowl cleaning compound – Federal Specification P-C-447C.
- (4) Glass cleaner – Federal Specification P-G-406C.
- (5) Disinfectant – Federal Specification O-D-1833.
- (6) Metal polish – Federal Specification P-P-556D(1).
- (7) Fixture cleaner – equal to Miller-Norris Total.
- (8) Furniture polish – Federal Specification P-P-553A.
- (9) Remover, wax – Federal Specification P-R-1760.

c. Hand soap (granulated, bar, cream, and liquid), paper towels, toilet tissue, and large plastic bags will be furnished by the Government. These materials will be received and stored on government premises. Approximately 2 weeks supply will be furnished at any one time. The Contractor shall account for the material received and advise the Contracting Officer, or his designated representative, in writing a minimum of 2 days before a new supply is needed. All other material and equipment shall be furnished by the Contractor. The Contractor shall not use this material on any other project and shall be responsible for any pilferage and theft by its employees or other parties.

d. All electrical equipment furnished and used by the Contractor shall be equipped with a three-way grounded system. The Contractor will not use any electrical equipment that is not UnderWriter Laboratories (UL) approved, or that exceeds the present capacity of building electrical circuits. The Contractor will not use any electrical receptacles or circuits specifically labeled not to be used, nor unplug any equipment specifically labeled not to be unplugged.

e. Electricity and water will be furnished by the Government only at existing facilities.

f. The Contractor shall furnish, control, and re-purchase as necessary the keys for all dispensers serviced.

g. Unattended equipment shall not be left in occupied space. Mop and broom handles shall not protrude from buckets and carts in such a manner that building occupants can receive injury from them. Insofar as it is possible, carts, buckets, vacuum sweepers, and other equipment will not be left in corridors at blind corners, in front of doors, or other places that create a safety hazard. Mop and broom handles shall be stored in vertical positions on carts to avoid possible injury to passers-by. The Contractor shall furnish and use rubber wedge doorstops for all door hold-open operations.

h. The Contractor shall provide all vehicles necessary for the performance of the Contract. All vehicles shall be kept in a safe and fully operable condition at all times with a valid state safety inspection sticker from the State of Oklahoma. All fuel, oil, lubricants, and maintenance shall be provided by the Contractor. Electric and/or gas powered scooter type vehicles are not acceptable.

9. PERSONNEL

a. All work shall be performed by the Contractor's firm. The janitorial work shall be performed by skilled janitorial personnel employed and supervised by the Contractor. For the purpose of the Janitorial SOW the Federal Aviation Administration considers an adequate staff of 40 to 45 janitorial personnel to meet the minimum requirements.

b. The Contractor shall provide a project manager [physically present] during the hours of 8:00am to 4:30pm, Monday through Friday, except for Federal holidays. This individual shall be responsible for the overall management and coordination of this Contract and shall act as central point of contact with the Government. When Contract work is being performed at times other than as described above, an individual will be designated to act for the on-site manager. The Contracting Officer, or COR, shall be notified of the name of the individual who is the designated representative. The Project Manager shall have four (4) years' management experience in all phases of operations and functions of janitorial/custodial services at a facility at a level equivalent with the scope of work of this contract.

c. Supervisors and/or shift manager's shall have three (3) years of janitorial/custodial experience and two (2) years of supervisory experience with five (5) year's total experience in all phases and functions of janitorial/custodial services at a facility at a level equivalent with the scope of work of this contract.

d. Each Contractor employee shall wear a Government-furnished identification badge that shall include, as a minimum, the employee's last name, name of the Contractor, and the words "JANITORIAL SERVICE".

e. All Contractor employees performing janitorial work will be fully qualified and trained in the proper use of required cleaning equipment, use of chemicals, and in the type work required in this specification. Each employee actually performing janitorial work shall be trained and indoctrinated in the specific tasks, their frequency of performance required, and any other requirements peculiar to the specific areas to which assigned. Each new or reassigned employee shall be so trained/indoctrinated each time assigned to a new area. The Contractor's on-site manager shall provide this training and keep a record as to when it was done and who did the training. These records shall be made available to the Contracting Officer upon demand.

f. Normally, only men will work in and service men's restrooms and locker/shower rooms, and only women will work in and service women's restrooms, locker/shower rooms and lounges. Exceptions will be authorized on a case-by-case basis.

g. The Contractor's personnel will take breaks and consume food and drink only in rooms approved by the Contracting Officer, and will only be in lunch or break rooms. The Contractor's personnel will not play radios or television sets, or conduct themselves in any way that might disturb Government personnel at work in the Aeronautical Center buildings.

h. The Contractor shall not hire off-duty FAA personnel whose employment would result in a conflict with current Department of Transportation and Federal Aviation Administration standards of conduct.

10. CONTRACTOR'S AREAS

The Contractor will have access to the areas shown on the drawings for purposes of storing Government-furnished supplies and its own materials and equipment. Contractor will be furnished keys to these areas by the Contracting Officer or COR. This assignment of space is for the Contractor's convenience and the Government will not be responsible for any loss or damage resulting from this assignment. The Contractor shall keep these areas neat, clean, sanitary, and odor-free. These areas shall be kept locked when unattended. These areas contain utility lines and will be made available to FAA maintenance crews when access is required for building maintenance. The Contractor will identify its equipment and any other pertinent items used to fulfill the work required with special markings, seals, or decals.

11. DUMPSTER LOCATION

The present locations of barrels and "dumpsters" for trash disposal are shown on the Contract Drawings. The Government reserves the right to relocate any of the containers shown to different locations. Normally this location will not be greater than 75 yards from the building being served. The Contractor shall ensure that the doors on the trash disposal "dumpsters" are closed at all times, except when being filled.

12. FUNCTIONS

The janitorial work in this Contract consists of certain basic functions performed at various intervals in different types of space covered in paragraph 15, "Service". These functions consist of all the operations normally covered by their title and shall also include the additional work listed here:

a. Empty Wastebaskets: Includes emptying and removing contents in all waste containers and gathering all other designated waste in all areas and transporting it to the trash disposal barrels or "dumpsters" located outside the buildings, and policing areas within 15 feet of trash barrels and "dumpsters" after emptying building waste containers. All pasteboard or cardboard boxes, cartons, and all other containers shall be broken down and smashed flat before depositing in trash barrels and "dumpsters". Contractor shall remove, break down, and smash any containers deposited by any other personnel in trash barrels and "dumpsters" before depositing more waste on top of that already deposited. Contractor shall furnish and install plastic liners for all waste containers and replace as necessary to prevent liquid leakage and food particle buildup and to control offensive odors. Trash shall be gathered in one continuous operation and promptly removed from the building. Barrels of trash will not be allowed to stand in the building unless specifically permitted by the Contracting Officer. The Contractor shall also remove empty packing crates and wooden pallets from the building interiors and stack them neatly in designated areas near the "dumpsters" as part of this service. The Contractor is obligated to perform this service whether elevator service is available or not available.

b. Sweep: Includes sweeping and immediately removing all direct, dust, and debris from floor area. Tile, stone, and terrazzo area shall also be dust mopped using an approved treated cloth. Concrete areas, noted to be maintained, shall be swept by using an approved powered sweeper or by hand. Swept-up dirt shall be promptly removed from the floor and placed in waste containers.

c. Mop: Includes damp mopping (or wet mopping restrooms and other areas as necessary) and removing (scrubbing off) all bound dirt and water soluble waste from floor areas, stair risers, and cover bases with approved detergent solutions and following with a rinse mopping of clean water. Freshly mopped areas shall be blocked, roped, or marked with warning signs to prevent slipping and falling by building occupants. Verbal notification shall be given to visually impaired building occupants.

d. Clean Tables: Includes dusting and removing all spilled food, drinks, and other soil, and damp wiping an/or washing clean as necessary. Desks, credenzas, file cabinet tops, shelves, and all horizontal flat furniture surfaces are included in this function.

e. Clean Chalkboards: Includes removing loose chalk dust, damp wiping chalk trays, dust mopping boards and vacuuming/cleaning erasers with machines specifically designed for this service. Writing, drawing, and marking of any kind on the boards proper will not be erased by Contractor personnel. All boards and even portions or sections of boards that have been erased previously by the instructors, students, and/or occupants shall be dust mopped by the Contractor on the scheduled service days as listed under

paragraph 13, "Frequency of Service". Dust mopping shall be accomplished only with mops reserved for this use and treated with solutions manufactured specially for this use as approved by the Contracting Officer. Tracks, guides, recesses, etc., on sliding chalkboards shall be vacuumed and brushed clean as part of this operation.

f. Spot Wax and Buff: Includes applying a thin coat of spray floor finish to foot traffic worn areas as needed and machine buffing these and other areas with approved pad as required to maintain a clean, neat, and reflective consistent appearance over the entire area. Caution signs and/or markers, as approved by the Contracting Officer, shall be furnished by the Contractor and utilized to mark off each area in progress of work. Work shall be performed on a fifty-foot basis (maximum length of strung-out electric cord) where electric outlets are available and as close thereto as possible in all other areas.

g. Clean Sand Urns: Includes removing collected ash and trash and placing in a non-flammable container, wiping, and/or washing clean, maintaining reflective appearance and screening and adding approved synthetic fill media (in lieu of sand) as necessary. Sand urn contents shall be wetted and extinguished before transferring into any other waste receptacle.

h. Clean Drinking Fountains and Eye Washers: Includes cleaning the basin and maintaining reflective appearance, damp-wiping and/or washing front and sides as necessary and sanitizing the drinking areas with approved products.

i. Vacuum: Includes vacuuming exposed floor and wall carpet, drapery, partition covering, fabric covered furniture, and tile floors with industrial-type vacuum cleaner. Cleaning under furniture with whisk broom and vacuum attachment. Furniture will be moved for vacuuming when required, but will be replaced in its original position upon completion of work. Spots shall be removed by approved spray shampoo using manufacturer's recommendations. In computer floor areas, vacuuming includes removing elevated floor components sufficiently to completely clean the sub-floor pedestals and under floor wiring and piping free of visible dust and replacing floor sections true and level. Vacuum cleaner shall not be equipped with magnetic devices. Vacuum cleaner bags shall be emptied daily.

j. Supply (place in location) hand soap (granulated, bar, cream, or liquid), towels, and toilet tissue: Includes receiving, storing on premises, transporting to restrooms and other places for required use, and placing these items in dispensers. Wipe and/or wash clean dispensers and maintain reflective appearance. Dispensers are to be repaired and/or replaced by the Government for normal wear as necessary to maintain good operating condition. Contractor will repair and/or replace dispensers damaged by improper cleaning, opening, or servicing. Vacuum cleaners shall be equipped with clean, effective filters during operation.

k. Clean Glass and/or Mirrors: Includes wiping and/or washing clean all surfaces and polishing to maintain maximum reflectivity or transmission of light. This does not include glass in exterior windows as excepted in paragraph 9, "Glass", nor glass in television or other view screens.

l. Clean Basins, Sinks, Lavatories: Includes wiping and/or washing clean all surfaces, including chrome fittings and sanitizing with approved products.

m. Clean Water Closets and Urinals: Includes removing collected waste, wiping, and/or washing clean all surfaces, including chrome fittings as necessary, deodorizing and sanitizing with approved products.

n. Clean Shower Stalls: Includes wiping, and/or washing clean, all surfaces, including chrome fittings as necessary, deodorizing and disinfecting with approved products.

o. Clean and Dust Window Sills: Includes removing all visible loose dust and water soluble soil from all window sills and wiping and/or washing clean the glass in interior partitions and doors.

p. Clean Elevator Doors and Cab: Includes dusting, damp wiping and/or washing clean as necessary, all exposed parts of elevator cab and cage interior, hoistway doors and opening facings, and cab and hoistway opening recessed track.

q. Clean and Polish Handrails: Includes damp wiping and/or washing clean, as necessary, and polishing with approved materials sufficiently to maintain reflective appearance.

r. Clean and Dust: Includes removing all dust that can be vacuumed up or loosened by foxtail brush from walls, ceiling, door and window hardware, draperies, stage curtains, light fixtures, furniture or other items occupying the area. It also includes spot cleaning (wiping or washing as necessary) any of these surfaces, including glass, which require additional attention. No brushing or other disturbance will be performed on CAFCO ceilings or any other surfaces containing loose asbestos fibers. No cleaning of any kind will be performed on any view screen surfaces that may be damaged by such treatment; however, their supports, stands, frames, etc. are to be cleaned. Contractor shall report interiors needing cleaning to the Contracting Officer for cleaning by electricians. Feather dusting, or any type of dusting that stirs up dust in the air, will not be allowed in areas actually occupied by working personnel other than janitors. Dusting in these areas shall be accomplished by absorbent cloths impregnated with solutions manufactured specifically for this use, as approved by the Contracting Officer.

s. Clean Floor Mats: Includes shaking (outdoors) and removing loose dirt, wiping, mopping, or washing clean as necessary, removal of collected dirt and waste from mat recesses, and policing exterior areas within 15 feet of entrance doors.

t. Wash Wastebaskets: Includes washing all waste containers in a detergent solution, deodorizing and disinfecting, and maintaining reflective appearance.

u. Clean Toilet Partitions: Includes damp wiping and/or washing clean and polishing to uniform reflective appearance.

v. Clean Venetian Blinds: Includes dusting and vacuuming all parts of blind first, then hand brushing tapes with stiff brush, damp-wiping and/or washing slats and metal parts clean, and includes vacuuming draperies and/or shades and blinds when installed in addition to or in lieu of venetian blinds.

w. Vacuum Grills and Diffusers: Includes hand brushing, with specially shaped brushes that penetrate openings, all grills, louvers, registers, and air diffusers, then vacuuming and wiping clean. Grill covers shall be removed and reinstalled, if necessary, to accomplish this work.

x. Clean Exterior Porch and Steps: Includes removing all grease, sand, mud, salt, snow removal material, dirt, tar, oil, gums, stains, and other soiling from exterior porches, steps, and adjacent areas within 15 feet of the building doors.

y. Police: Includes removal and disposal (using wastebaskets, trash barrels, and "dumpsters"), all trash and debris from designated areas. This item may also be required from "Day Duty" service in any area at any time.

z. Wash Chalkboards: Includes washing with warm water-detergent solution, rinsing with clear water and dry mopping. This operation shall remove all previous chalk and board cleaning solution accumulation.

aa. Day Duty: The Contractor shall keep sufficient employees on duty to provide responsive action for the area serviced each working day between the hours of 8:00am and 4:30pm for the following purposes:

(1) To remove tracked-in water, dirt, mud, grease, or other material, and to clean floor mats during inclement weather or as needed due to building, wall, roof, equipment, or system leaks; and to furnish and place containers to catch leaks, remove and dispose of liquids later, and to furnish and place protective plastic sheets over furniture and equipment and remove them after the leaks stop.

(2) To remove and clean up all spilled liquid, food, litter, stains, or any other messes occurring during the day resulting from the building occupancy. Spot wet mopping shall be performed as required for this purpose.

(3) To refill and/or add hand soap, towels, and toilet tissue in dispensers, if emptied, during the day or during the previous weekend, and to police restrooms. Regular scheduled services are required in high-use areas.

(4) To correct any of the Contractor's previous work that was not properly performed and to unlock any doors that were left locked in non-designated areas, and to close all "dumpster" doors left open by the Contractor or other personnel.

(5) To empty and remove any excess waste from the building that might accumulate during the day or during the previous night or weekend, and to police ash containers and sand urns. Regular scheduled services are required in high use areas.

(6) To police exterior entrance areas within 15 feet of building entrances and areas within 15 feet of trash disposal dumpsters.

(7) To sweep and clean, once each month, areas designated on the Contract drawings as "Normally Not Serviced", including unoccupied buildings shown on the Contract drawings at the Aeronautical Center. The Contracting Officer will advise the Contractor of the building areas and dates sweeping is to be performed. The Contractor shall also clean drinking fountains and eye washers daily at vending machine locations in the areas on the Contract Drawings shown as "Normally Not Serviced". This is service in addition to that called for elsewhere in these specifications, and is not to exceed one (1) percent of the total space (areas listed in the Contract schedule to receive service) maintained by the Contractor in buildings at the Aeronautical Center.

(8) The Government will provide the Contractor with a phone at the Aeronautical Center by which contact can be made to report work requirements and discrepancies that need to be corrected. This phone shall be manned at all times, from 8:00am to 4:30pm, including lunch break. This phone will be capable of signaling paging units that the Contractor shall provide. A radio paging unit shall be carried by the Contractor's representative that is turned to the Operations and Maintenance Division's paging frequency. If a single Contract involves more than one building or facility, the Contractor shall maintain two radio paging units (one for use and the other as a backup in the event the main unit requires repair). The paging equipment will be provided by the Contractor at no additional cost to the Government. All discrepancy work ordered on day duty shall be started with Contractor's personnel on the site and working within 10 minutes of notification and completed in an appropriate length of time, depending on the amount of work involved.

13. FREQUENCY OF SERVICE

a. For definitive purposes, the frequency of janitorial work to be performed by this Contract is designated as:

1. Daily - service will be performed each weekday.
2. Twice Weekly - service will be performed on Tuesdays and Thursday s.
3. Weekly - service performed on Wednesdays for a month.
4. Hourly Composite Rate - is service as ordered by the Contracting Officer.
5. Monthly - service is performed once during each month.
6. Twice Yearly - service is performed twice each year during the months specified.

7. Floor Maintenance - performed in accordance with Service Exhibit Levels 1, 2, and/or 3 as ordered by the Contracting Officer

- **Congested areas: Classrooms/lunchrooms, offices, shops, laboratories, stairs, landings, and elevators.**
- **Open areas: Entrances, lobbies, and corridors.**

b. This work will be performed in the areas shown on the Contract Drawings at the frequency cycles specified in the Service Exhibit.

14. ORDERING OF SERVICES AND PAYMENT

a. For ordering, payment, inspection, and control purposes, the frequency of service designated in paragraph 13 above will be as shown in the Service Exhibit Level 1, Level 2 or Level 3, found at the end of the contract document. Actual work ordered will be by delivery order. All janitorial work will be ordered by the Government and invoiced by the contractor on a monthly basis even though the intervals of such services may be provided on a daily, weekly, twice weekly, monthly, etc., basis. Daily, twice weekly, weekly, and monthly services will be performed at their suggested intervals. Twice yearly service will be performed during, and completed by, the end of the months as directed by the Contracting Officer.

Twice yearly service will only be performed in any given facility twice per year, but each month approximately one-sixth of the space under the contract will be scheduled for such service so that in a year's time all areas will have been serviced twice.

15. INSPECTION AND CONTRACTOR'S LOG

The Contractor shall perform the work in accordance with the Contract, these specifications, and the Contract Schedule. The government will inspect the work on a continuous, random sampling basis. Notifications concerning locking and unlocking of doors, availability of space for service, and any other directions for service varied from normal service shall be kept on a log by the Contractor. The Contractor shall make and maintain interior door locking lists from this log and other instructions, and lock only the designated doors accordingly after servicing. The Contractor shall lock (and keep locked) all exterior doors, gates, and designated interior doors during the "working time", paragraph 3, for all types of service at all times, except between 8:00am and 5:00pm weekdays. The doors will only be opened when actually needed for entry. Contractor will also turn out lights, close windows, and generally secure buildings on "evening service" as directed by the Contracting Officer, and as required by National Energy Conservation policies.

16. CHANGES TO SPACE, FREQUENCY OF SERVICES ORDERED AND PRICING

a. Space at the Aeronautical Center is in a constant state of change so far as use is concerned; however, the changes are usually small in comparison to the total amount of space involved. At times, certain areas of the buildings are modified or renovated by Construction Contractors. At these times, the occupants of these areas are relocated temporarily to staging areas. The staging areas may be larger or smaller than the area from which the occupants were removed; however, the amount of janitorial service is basically the same. When this happens the Contractor will suspend service in the area of modification or renovation, and pick up service in the staging area being temporarily occupied. There will be no change in price for these temporary changes in building occupancy. The specific areas designated for "Evening Service" are subject to change and may be increased or decreased by the Contracting Officer during the Contract period. The area in which "Evening Service" is required may be increased or decreased up to ten (10) percent of the initial total of the area on the Contract before the Contract pricing will be subject to change. Changes in location of areas requiring "Evening Service" will not be a basis for changes in Contract pricing.

b. Enclosed areas such as information booths, telephone booths, display cases, etc., shall receive service corresponding to the service specified for the type space in which they are located. Areas with unfinished ceilings and exposed piping, ducts, and electrical service will not be serviced at heights 12 feet above floor or platform level. Areas with finished ceilings shall be serviced completely even though the ceiling is more than 12 feet above floor level.

c. Elevator cabs will be considered a part of the first floor for payment purposes. Stairs and landings will be considered as part of the floor that they rise from for payment purposes.

d. This contract has three different levels of service. The various levels of service and each cleaning task are identified in the Service Exhibits identified as either Level 1, Level 2 or Level 3 and found at the end of this contract document. The difference between the various levels of service is the *frequency* that is required of the service(s) being ordered. Each level of service has the same number of cleaning tasks, "a" through "z" and "aa", "bb". **Each cleaning task (for each level of service) shall be priced separately.**

e. The type and frequency of services required will be ordered by the Contracting Officer on a delivery order. An attachment, identified as one of the Service Exhibits, will accompany the delivery order identifying which level of service is being ordered. When Level 1 service is ordered, the contractor will perform all of the

functions listed in Service Exhibit Level 1. Although the FAA expects to order and operate at Level 1 service throughout the contract period, this contract permits the FAA to order more than one level of service simultaneously. Whenever the FAA contemplates moving from one level of service to another, the contractor will be notified at least 30 days in advance. Additionally, when changes to the level of service are made, the changed level of service will apply to all buildings.

Example: The FAA orders Level 1 service at time of contract award. All buildings receive the same level of service for cleaning tasks "a" through "z" and "aa", "bb". Six months after contract award, the FAA wishes to change the level of service for cleaning tasks "i" through "z" from Level 1 to Level 2. In this instance, the contractor would be given 30 days notice of the pending change and on the effective date of the change, the contractor will begin providing the reduced level of service for all buildings. The level of service for tasks "a" through "h" will remain unchanged at Level 1.

17. ORDERING AND FURNISHING OUTSIDE SERVICES

Carpet, draperies and stage curtains, and furniture shall be kept clean, insofar as possible, by the specified functions of Clean and Dust and Vacuum listed in paragraphs 14i. and 14r., respectively, and paragraph 7, Scheduling of Carpeted Areas. At times, and especially if the referenced functions are not diligently performed, carpets, draperies/curtains, and furniture require professional deeper penetration, complete extraction, steam-shampoo-chemical cleaning to obtain the desired condition of janitorial service for the Aeronautical Center buildings. When this happens (and the Contracting Officer so directs), the Contractor shall order such professional service as necessary to bring the carpet, draperies/curtains, or furniture back to the desired conditions. In most cases, the Federal Aviation Administration is required to obtain such professional service through Contract with the General Services Administration (GSA), if it is available, as first choice; however, it must be ordered through other suitable sources if not available through GSA. The Government may determine it is necessary to have another company perform these services.

18. RECYCLING PROGRAM

- a. The Contractor shall handle, transport and ensure the recycling of all materials intended to be recycled. Materials intended to be recycled are high grade computer paper and office paper (8-1/2" x 11").
- b. All materials that are intended to be recycled (i.e., materials in recycling containers or otherwise designated by the COR to be recycled) shall be recycled, unless prior approval is received from the CO, or his/her designee. For example, materials intended to be recycled cannot be landfilled (or disposed of in any manner other than to recycle) without prior approval by the CO or his/her designee.
- c. All recyclable materials generated at the Mike Monroney Aeronautical Center shall be collected and removed from designated buildings to an area designated by the COR.
- d. Current designated buildings included in the recycling program are as follows:

Multi-Purpose Building
Aviation Record Building
Air Navigation Facility 1
Air Navigation Facility 2
Radar Training Facility
AOS Building
Thomas P. Stafford Building

Headquarters Building
Civil Aeromedical Institute Building
Academy Headquarters Building
System Training Building
FAALC Warehouse Building
Registry Building

All buildings at the Aeronautical Center will be added to the recycling program during the first year of the contract period. Annual weights of recyclable materials are approximately 16 tons per month. This amount is based on the best available information. The Government does not guarantee these estimated amounts.

e. A total of 3,500 desk top and 150 consolidation containers shall be furnished by the Contractor. Any additional containers required to perform this requirement will be furnished by the Government. All recycling containers shall be marked and/or identified as recycling containers by the Contractor. Recycling containers shall be free of residue and any plastic liners shall not be torn, worn or contain residue. Overflow of materials from containers shall be picked up from the floor of the area used to collect and consolidate the materials. The COR shall approve all container styles and types prior to placement. Damaged containers shall be replaced by the Contractor at his expense. Containers identified by the COR as being defective shall be immediately replaced. The Government will not be held responsible for damage to the Contractor's containers.

f. The Government is responsible for depositing recyclable materials into consolidation containers. The Contractor is responsible for collecting and removing recyclable materials deposited in consolidation containers.

g. Locating and Contracting with a recycling vendor (i.e., a processor or mill) is the sole responsibility of the Contractor.

h. Recyclable paper under this Contract shall be used or sold as recyclable paper only. The Contractor shall not use, allow access to, or offer for resale any paper, documents, file record material, or any other form of records as files, records, or for the information contained therein.

i. Recyclable materials shall not be handled, stored or transported in any manner that promotes a safety or health hazard. All recyclable materials shall be secured by the Contractor in such a manner as to prevent material from dropping off while being transported.

19. SQUARE FOOTAGE OF BUILDINGS

The square footage given in this paragraph is the estimated total square footage of the buildings located at the Mike Monroney Aeronautical Center, Oklahoma City, Oklahoma. This estimated amount of square footage should not be compared with the square footage to be serviced in the buildings. Areas of the buildings to be serviced are noted in FAA Drawing AMP-400-D-3586. These drawings are not to scale.

JANITORIAL SERVICES CONTRACT

<u>Building Name</u>	<u>Estimated Square Feet</u>
1. Academy Headquarters	52,900 S.F.
2. Air Traffic Building (ATB)	36,100 S.F.
3. Systems Training Building (STB)	111,050 S.F.
4. Radar Training Facility (RTF)	46,200 S.F.
5. North Tunnel	2,000 S.F.
6. Air Navigation Facilities (ANF) 2	66,700 S.F.
7. Headquarters Building (HQ) Basement and 1 st Floor	60,350 S.F.
8. HQ 2 nd Floor	40,000 S.F.
9. HQ 3 rd Floor	40,000 S.F.
10. Flight Standards Building (FS)	37,200 S.F.
11. Air Navigation Facilities (ANF) 1	64,100 S.F.
12. Flight Inspection (FI) Building	25,650 S.F.
13. North Out Buildings (Line Maintenance, ILS Bldg, Electro-Mech, TACAN, ARSR-1 & Trailer, VOR, ESS, VORTAC 300, ASE-8, ARSR-3, ASR-4, TDWR-1)	56,250 S.F.
14. Aviation Records Building (ARB) Basement	32,000 S.F.
15. ARB 1 st Floor	28,500 S.F.
16. ARB 2 nd Floor	29,000 S.F.
17. ARB 3 rd Floor	28,900 S.F.
18. ARB Cafeteria	18,200 S.F.
19. Multi-Purpose Building (MPB) Basement	61,150 S.F.
20. MPB 1 st Floor	50,350 S.F.
21. MPB 2 nd Floor	43,800 S.F.
22. MPB 3 rd Floor	44,500 S.F.

23. South Tunnels	18,000 S.F.
24. Civil Aeromedical Institute (CAMI) Basement	38,300 S.F.
25. CAMI 1 st Floor	66,300 S.F.
26. CAMI 2 nd Floor	45,500 S.F.
27. CAMI 3 rd Floor	41,500 S.F.
28. Hangar 8	87,950 S.F.
29. Hangar 9	133,300 S.F.
30. Hangar 10	44,600 S.F.
31. South Out Buildings (Bldg L, Bldg K, Radar Antenna Lab, General Storage, VORTAC-700, ATCBI/RMM, Base Maintenance, Assessment Center, CAMI Storage, Double-wide Trailer, ASR9/Mode S, ASDE-3, TSI Lab, ILS Trailers, TDWR-2, PSF Bldg)	101,650 S.F.
32. Warehouse	639,600 S.F.
33. Thomas P. Stafford (TPSB)	214,500 S.F.
34. Day Care Center	9,300 S.F.
35. Registry Building 1 st Floor and Basement	59,000 S.F.
36. Registry Building 2 nd Floor	35,000 S.F.
37. AOS Building	39,000 S.F.
38. VOR/TACAN/DME	24,700 S.F.
39. GNAS Training Complex	25,596 S.F.
40. System Support Facility	15,500 S.F.
41. Landing System Training Complex	18,000 S.F.
42. Technical Support Facility (TSF)	100,000 S.F.